

Add Logo

Complaint Policy and Procedures

Approved on [Date](#)

Updated on [Date](#)

Policy:

Children have a right to be informed about [RSP]'s written complaint procedures in a method and language suitable to their level of understanding.

[RSP]'s written complaint procedures will be explained to a child at the time of admission, at the 30-day Plan of Care Meeting and every six months thereafter, or whenever a child makes a complaint or requests the information.

Procedures:

1. Each time [RSP] reviews its complaint procedures with a child, the child will be informed of the following:
 - the rights of children in care and their right to make a complaint to [RSP];
 - how to make a complaint to [RSP] and our process for dealing with complaints;
 - their right to have their complaint reviewed by the Minister of Children and Youth Services, if they are not satisfied with the outcome of our complaint process;
 - the existence of PACY and its role, that they may ask PACY for assistance in making a complaint to us or to the Minister of Children and Youth Services, and the contact information for PACY; and
 - the availability of community supports which the child may wish to involve for assistance (e.g. First Nations, Inuit or Métis communities, multi-cultural multi-religion (MCMR) representative).
2. [RSP] will ensure that a staff member who is knowledgeable about the complaint process communicates the above-noted information to the child. [RSP] will provide training to staff on children's rights, its complaint policy and procedures and available advocacy services, during their orientation upon hire, at their annual performance review and whenever changes are made to [RSP]'s complaint process.
3. When explaining our complaint procedures (as well as the information outlined above) to a child in our care, written materials and verbal

Form 1-B - Informing Clients of Internal and External Complaint Procedure

explanations will be adapted by our staff to address special considerations such as a child's disability, language, diversity and/or cultural, cognitive, physical or developmental needs. Where necessary, the information will be provided in alternate forms such as iPads, language boards, translated materials, etc.

4. If a child has questions or requires clarification regarding our complaint process, a staff member of [RSP] will provide materials and explain the information in a different manner suitable to the child's level of understanding.
5. Our complaint policy and procedures will be made available through child-friendly leaflets, brochures and/or information posted on [RSP]'s website. These documents will be in a language or vocabulary suitable for the child's level of understanding and their special needs. For instance, the Complaint Handling Procedure Brochure may be suitable for certain children and outlines [RSP]'s internal complaint process, as well as contact information for PACY, the Ombudsman, the MPP and the child's First Nations, Inuit or Métis community or diversity representative (if any).
6. Information about PACY, including its contact information, will be posted in a central location of the residence so that the child can access advocacy information without requesting it from staff members.
7. [RSP] and its staff will readily and regularly communicate with the child to answer any questions about children's rights and/or complaints.

References: [Complaint Handling Procedure Brochure, Form 2.](#)

["How Do I Tell Someone": Brochure for Children, Form 3.](#)

["I Have a Concern": Complaint Form for Children, Form 4.](#)

[Complaint Form \(Youth/Professional/Staff/Parent\), Form 5.](#)